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FACSIMILE TRANSMISSION**CONFIDENTIAL**

DATE: January 10, 2003

CLIENT-MATTER NO.: 21113-05687

TO:

NAME	FAX No.	PHONE No.
Examiner Maria Teresa P. O. Thein Group Art Unit 3625 Commissioner for Patents	(703) 872-9326	(703) 305-5246

FROM: Brian M. Hoffman**PHONE:** (415) 875-2484

NUMBER OF PAGES WITH COVER PAGE: 5

ORIGINAL WILL NOT FOLLOW

MESSAGE:**Request for Withdrawal as Attorney or Agent**

Applicant: John M. Mela
App. No.: 09/820,429
Filing Date: March 28, 2001
Title: BOUNCEBACK DETECTION IN ONLINE PRODUCT CONFIGURATION
Atty. Dkt. No.: 21113-05687

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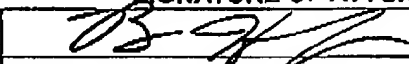
PTO/SB/21 (modified)


Approved for use through xx/xx/xx, OMB 0651-0031

Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

0001/PTO Rev. 10/95	U.S. Department of Commerce Patent and Trademark Office	Application Number	09/820,429
		Filing Date	March 28, 2001
		First Named Inventor	John M. Mela
		Group Art Unit Number	3625
		Examiner Name	Maria Teresa P. O. Thein
TRANSMITTAL FORM (to be used for all correspondence during pendency of filed application)		Total Number of Pages in This Submission	4
		Attorney Docket Number	21113-05687

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SIGNATURE OF ATTORNEY OR AGENT	
Signature:	
Attorney/Reg. No.:	Brian M. Hoffman, Reg. No. 39,713
Dated:	January 10, 2003

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I hereby certify that this correspondence, including the enclosures identified above, is being transmitted on the date shown below via facsimile to: Examiner Maria Teresa P. O. Thein, Group Art Unit 3625, Commissioner for Patents, at the Before facsimile number indicated below.	
Signature:	
Typed or Printed Name:	Brian M. Hoffman, Reg. No. 39,713
Dated:	January 10, 2003
Express Mail Mailing Number (optional):	(703) 872-9326

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PTO/SB/83 (03-02)

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**REQUEST FOR WITHDRAWAL
AS ATTORNEY OR AGENT**

Application Number	09/820,429
Filing Date	March 28, 2001
First Named Inventor	John M. Mela
Group Art Unit	3625
Examiner Name	Maria Teresa P. O. Thein
Attorney Docket Number	21113-05687

To: Assistant Commissioner for Patents
Washington, DC 20231

I hereby apply to withdraw as attorney or agent for the above-identified patent application.

The reasons for this request are:

The assignee of record has retained new patent counsel due to the acquisition of the application by a new entity.

The applicant/assignee has been notified of this Request for Withdrawal.

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Telephone	(650) 812-3400	Fax	(650) 812-3444		

- ☒ This request is made on behalf of myself and
☐ all the attorneys/agents of record,
☐ the attorneys/agents (with registration numbers) listed on the attached paper(s), or
☒ the attorneys/agents associated with Customer Number 00758
on whose behalf I have signed this request and on whose behalf I am authorized to sign. The request is enclosed in triplicate (including any attachments).

Name	Brian M. Hoffman, Reg. No. 39,713
Signature	<i>[Signature]</i>
Date	January 18, 2003

NOTE: Withdrawal is effective when approved rather than when received.
Unless there are at least 30 days between approval of withdrawal and the expiration date of a time period for response or possible extension period, the request to withdraw is normally disapproved.

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